



T: 1-800-776-6655 | F: 1-800-249-6655 | PO Box 2628, Durham, NC 27715

### **Floor Source Claim Guidelines:**

- Complete claim form and send to [claims@dsx.com](mailto:claims@dsx.com)
- Take pictures of the problem area(s) and overall room and email to [claims@dsx.com](mailto:claims@dsx.com)
  - Take pictures without flash and with digital camera when possible
- Take pictures of exterior grading and drainage along with any crawl space areas and basement concerns such as foundation cracks or standing water
- Show pictures of any areas where there is no expansion or where the closet sliding doors/cabinets were screwed through the floor
- If floor has been previously inspected include name and copy of the report from the inspector
- Professional installation invoice/Proof of payment (required for any claim of installation)
- Claim number is going to be the same as the Dealer's Supply invoice number
- **Send samples to:**
  - Floor Source  
Attn: Kaleigh  
1115 S. Chattanooga St.  
Lafayette, GA 30728
  - Label samples with claim number

**Questions? – Contact the Dealers Supply Claims Administrator  
[claims@dsx.com](mailto:claims@dsx.com) or 1-800-776-6655 X**